

# JOB DESCRIPTION

<b>Job Title</b>	<b>Faculty Assistant</b>		
<b>Reports to</b>	<b>Subject Area Manager</b>		
<b>Department</b>	<b>Marketing Subject Area</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Marketing faculty's research seeks to have a profound impact by enriching the lives of consumers, improving the fortunes of companies, and enhancing societal wellbeing. Their research investigates the many ways in which marketing can be applied to solve challenges faced by consumers, companies, and societies. Their research is global in scope, covering both developed and emerging markets.

The Marketing Subject Area comprises of approximately 20 Professors who are permanent and visiting, 11 PhD students, as well as many visiting researchers and co-authors throughout the academic year. The department has 3 administrative staff and a Subject Area Manager. Faculty teach on Core and Elective courses for the MBA, EMBA, MiM, and Sloan Programmes, as well as open and custom courses for Executive Education.

## **Job Purpose**

To provide a broad range of administrative support, including as course administrator for all departmental teaching on degree and other programmes. Providing assistance to assigned faculty, including diary management, whilst working closely with members of the administrative team, within and outside the department to provide a high-quality experience to students, faculty and staff.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **TEACHING SUPPORT**

- Effective, timely and accurate administrative support for all Degree Education and PhD courses offered by the department.
- Liaison with the Central Services team and Programme Offices to ensure timely and accurate processing of grades, the administration of elective course examinations and all other elements of assessment.
- Coordinate all areas of course administration including organising room bookings, catering and events, organising of speakers, gifts, catering, AV
- Compilation and distribution of course outlines and binders, both online on Canvas and as hard copies, including procurement of teaching materials and administration of appropriate Copyright.
- Assistance with in-class student exams and the invigilation process
- Other ad hoc admin tasks as required in relation to the specific subject area courses as required.

### **SECRETARIAL SUPPORT**

- Provide secretarial and administrative support for assigned faculty members and academic visitors utilising office systems and Microsoft Office software as needed.
- Diary Management, scheduling meetings and making travel arrangements for faculty members and visitors
- Processing expenses for faculty members and visitors to the School
- Utilising the procurement and other accounting systems to assist with the administering faculty budgets and all departmental cost centres

### **EVENTS SUPPORT**

- Responsible for organising events, such as the annual Recruitment and Research Seminars and similar external and internal events as well as providing administrative support for Academic conferences related to the Subject Area and its faculty.
- Plan meetings and arrange their associated space and catering requirements
- Plan departmental events and meetings such as department meetings, administrative team events and team training activities
- Support with Annual Department Conferences

### **COLLABORATION AND SUPPORT**

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/ stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

#### **KPIs:**

- High-quality support service provided to students, faculty, colleagues and other stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

#### **Knowledge/Qualifications/Skills/Experience required**

- A level or equivalent experience
- Confident IT user and competent in use of Microsoft Excel and Word, Outlook and Power Point
- Excellent interpersonal and written and verbal communication skills
- Commitment to providing an outstanding level of customer service
- Attention to detail is essential
- IT literate and competent in the use of databases, spreadsheets, Word and the World Wide Web. Training will be given on in-house systems
- Experience of working in an international environment and an appreciation of cultural issues is desirable
- Skilled in handling a busy workload, prioritising multiple deadlines, time management skills, proactive and proven ability to use initiative
- Proven ability to have successful interactions with individuals at all levels: experience of working with senior executives, support staff, as well as working within a team and independently
- Strong problem-solving and analytical skills, with the ability to identify and resolve issues proactively

#### **Knowledge/Qualifications/Skills/Experience desirable**

- Experience of writing for the web and Social media skills (Desirable)
- Experience of working on process improvements
- Previous relevant experience of working in a busy office environment
- Experience of working in Higher Education (desirable)